from bundling handsets along with the connections, for the purpose of calculating revenue share payable to the exchequer.

(b) The Operators have responded that they are not selling handsets directly and hence there is no revenue earned under this head. The same is being done through handset vendors or their agents.

(c) to (e) The reply of the telecom operators as at (b) is a subject matter of the special audit being conducted for these operators. The report is awaited.

Agents in post offices

†2122. SHRI Y.P. TRIVEDI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether post offices of country no longer offer such environment that a common man could get his work done there;

(b) if not, reason for long queues of harassed persons inside the post offices to get their work done whereas the agents can be seen getting the same work done early and whether the employees of post offices have been directed to do the work of agents quickly thus forcing the public to approach the agents for their work;

(c) whether Government is now contemplating to get all postal savings work through the agents; and

(d) if not, the steps taken in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) No, Sir.

(b) The reason for long queues inside some post offices is not linked to the presence of agents for whom separate business hours have been prescribed.

(c) No, Sir.

(d) Do not arise in view of (c) above.

Quality of mobile signals

2123. SHRI SYED AZEEZ PASHA: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the quality of mobile signals of MTNL/BSNL is unsatisfactory and there is frequent breakdown in mobile communication system in the country;

(b) if so, the details thereof, State-wise and location-wise and the reasons therefor; and

(c) the corrective steps taken/being taken by Government in this regard?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (SHRI GURUDAS KAMAT): (a) and (b) Sir, Telecom Regulatory Authority of

†Original notice of the question was received in Hindi.

India (TRAI) monitors the performance of the service providers against the Quality of Service (QOS) benchmarks laid down by it through the quarterly Performance Monitoring Reports (PMRs) and monthly congestion reports submitted by the service providers. As per the PMR for the quarter ending March, 2009, MTNL/BSNL Cellular Mobile Telephone services are generally meeting the benchmarks for network related parameters such as Service Access Delay (Benchmark Average of 100 calls = <15 sec.), Stand-alone Dedicated Control Channel (SDCCH) Congestion (Benchmark ~ <1%), Traffic Channel (TCH) Congestion (Benchmark ~ <2%), Call Drop Rate (Benchmark ~ <3%), Connection with good voice quality (Benchmark ~ >95%) and Point of Interconnection (PoI) Congestion (Benchmark ~ <0.5%) with the following exceptions:—

Service Provider	Parameters	Service Area
BSNL		Karnataka (2.70%)
MTNL	TCH congestion <2%	Delhi (2.35%)

Regarding the breakdown in mobile communication, there is a parameter in the above regulation on accumulated down time of community isolation, the benchmark of which is <24 hours in a quarter. BSNL and MTNL complies with the benchmarks for this parameters in all the service areas.

(c) TRAI has been taking various steps to ensure quality of service by Basic Service and Cellular Mobile Service providers. Some of these steps are given below:—

1. TRAI has been monitoring the performance of Basic Service and Cellular Mobile Service against the benchmarks given for the various parameters laid in Quality of Service Regulations through Quarterly Performance Monitoring Reports. In addition, PoI congestion is being monitor on monthly basis.

2. TRAI also undertakes objective assessment of the Quality of Service of Basic and Cellular Mobile Service through an independent agency. A customer satisfaction survey is also conducted quarterly through this agency. The results of these audit and survey were widely published for public/stakeholders knowledge.

3. Apart from monitoring of the QoS through Quarterly Performance Monitoring Reports and objectives assessment of QoS and customer satisfaction survey through an independent agency, TRAI has issued number of Regulations and Directions to ensure QoS of Cellular operators.

Postal services

2124. SHRI GIREESH KUMAR SANGHI: Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether it is a fact that the postal services, particularly the delivery system in the country in general is getting deteriorated;

(b) if so, the reasons therefor; and